

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	SITE FOR UK LTD	
The provider was registered on:	04/09/2024	
The regulated services delivered by this provider were:	The Lighthouse	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	04/09/2024
	Responsible Individual(s)	Glyn Meredith
	Manager(s)	Gemma Thomas
	Maximum number of places	2

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Staff working at the home are required to complete as part of induction core e-learning training and shadow experienced staff before working as part of the numbers on shift. We have a therapist/councilor in the service that delivers identified training that is bespoke and tailored to reflect the staff skills needed to support the young people living at the home. The specific needs training is planned and arranged by the manager and the RI and the relevant training is delivered to the staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff retention is a key area for us as to provide consistency for the young people. We choose to pay above the average pay rate and we work closely with staff with any additional support needs they may have to ensure they can fulfil their role. Good onboarding means good retention and we work to provide a positive induction. We provide therapeutic supervision to all staff with reflection on their work, we offer activities for staff alongside the young people and offer bonuses at Christmas

Service Profile

Service Details

Name of Service	The Lighthouse
Service Telephone Number	01554701921
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	We work towards the active offer and promote Welsh through our Welsh language policy

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?

2

Fees Charged

The minimum weekly fee payable during the last financial year?

5089

The maximum weekly fee payable during the last financial year?

9268

If you wish to add further detail or comment regarding the scale of charges please do so below

The young person with the higher fee is 2-1

Complaints

Total number of formal complaints made during the last financial year

7

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

5

Number of complaints not upheld

2

Is the information about complaints correct?

Yes

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Young people have had young person meetings and key worker sessions and regularly give feedback on the running of the home

Service Environment

How many bedrooms at the service are single rooms?

2

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

2

How many bathrooms have assisted bathing facilities?

0

How many communal lounges at the service?

2

How many dining rooms at the service?

1

Provide details of any outside space to which the residents have access

There is a small garden area which has astro turf and has room for an outdoor punch bag, table and chairs and a BBQ. The home is surrounded by parks, beaches, woodlands and cycle paths for the young people to enjoy. The young people access the local park and basketball courts and rugby and football pitches within minutes walk from the home.

Provide details of any other facilities to which the residents have access

The young people have attended private education tutoring, guitar lessons, rugby teams, football teams, boxing clubs, golf clubs, an array of activities like rock climbing, quad biking, go karting, zip wires, horse riding and young people are free choose hobbies and clubs to join at the home.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)

No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

No

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The service is newly started up and the young people have access to the manager and the responsible individual and are encouraged to share their views on the care and support they receive and to have choices on how to change this support. Many examples of this choice being exercised can be seen and young people are very empowered at the service to make changes to how they are supported and the home advocates for changes to care and support when dealing with other professionals such as social workers and education and health. The young people will voice their wishes in young people meetings, key worker sessions and on a daily basis is event to see in the delivery of support from support staff. The young people also receive a weekly therapy/counselling session with our councilor and this is a safe space for young people to express their feelings. The extent of the opportunities made available to the young people to have voices heard is extremely positive as are the choices they make. More than ample opportunity for choice is afforded to the young people at the home.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The development of the 2 young people living at the home is evident to see in terms of behavioral improvements, educational achievements and in terms of cultural and social development. The young people are offered tailored key worker sessions and the work of the therapist/councilor has been to work with and develop the skills of the support staff and in particular the key workers in the young person health and well being. One young person has taken part in many sporting activities, the gym and taken on board nutritional advice on healthy eating as an example.
The extent to which people feel safe and protected from abuse and neglect.	The young people have a high staffing level and young people report they feel safe and well supported when living at the home. Safeguarding referrals are made and information is shared with other professionals when staff have concerns about a young person. The safeguarding awareness of staff is being developed and we work closely with training providers and provide in house training to understand the risks to young people. Young people report as safe and protected at the home and had had issues with their peers however report they feel this is a safe service. The service give advice and support for the young people safe including internet safety and the risks around social media.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Supporting wellbeing and personnel outcomes achieved is a key planning area for the home. The home will look at the needs of the young people around well being and provide advise and guidance and refer to apps to support with mental health for example. The councilor at the service is a school based councilor and is keen to impart knowledge to staff and the young people about well being. Outcomes are monitored and steps are agreed on how we can plan and implement positive experiences to improve personal outcomes. One young person wanted to improve social skills so we supported him to attend the local rugby team and he is going on rugby tour with his teammates this summer and has socially developed as a defined outcome for him through a team sport.

The total number of full time equivalent posts at the service (as at 31 March)	11.20
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager		
	Does your service structure include roles of this type?	Yes	
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
	Filled and vacant posts		
	No. of staff in post	1	
	No. of posts vacant	0	
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
	Induction	1	
	Health & Safety	1	
	Equality, Diversity & Human Rights	0	
	Infection, prevention & control	1	
	Manual Handling	1	
	Safeguarding	1	
	Medicine management	1	
	Dementia	1	
	Positive Behaviour Management	0	
	Food Hygiene	0	
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	The manager as part of Induction will receive PACE training along with safer recruitment training and a higher level of safeguarding training than support staff The manager has undertaken a range of training in previous roles in the last year	
	Contractual arrangements for staff currently in post		
	No. of permanent staff	1	
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	0		
No. of Non-guaranteed hours contract (zero hours) staff	0		
Is the information about contractual arrangements correct?	Yes		
Outline below the number of permanent and fixed term contact staff by hours worked per week.			
No. of full-time staff (35 hours or more per week)	1		

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	This role is a therapist/councilor role who does not work with the young people on shift but has specific sessions with them Not all the above training is relevant to the role
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	2
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Pace training and further training will be identified as staff member develops in the role
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 shifts of 8am -11pm 1 Shift 2.45 -10 each week average around 37 hours per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	11
Health & Safety	10
Equality, Diversity & Human Rights	9
Infection, prevention & control	8
Manual Handling	0
Safeguarding	8

Medicine management	10
Dementia	0
Positive Behaviour Management	11
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff undertake PACE training and this approach is to be developed into their practice. Person centered support. Key working, Drug and alcohol, CSE and county lines risks. ADHD training. Child development, managing issues in the work place ,
Contractual arrangements for staff currently in post	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-11pm 8am-11pm 2.45pm-10pm 37 hours per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	8
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No